

BASS, BERRY & SIMS PLC

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REC'D TN.
REGULATORY AUTHORITY
OTHER OFFICES:

*02 MAY 28 PM 1:00
NASHVILLE MUSIC ROW
KNOXVILLE
MEMPHIS

OFFICE OF THE
EXECUTIVE SECRETARY

May 28, 2002

VIA HAND DELIVERY

Mr. K. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Re: Complaint of Michael Van Wies against CenturyTel of Ooltewah-Collegedale, Inc., TRA Docket No. 02-00058.

Dear Mr. Waddell:

Enclosed please find the original and 13 copies of the Response to Van Wies Motion for Discovery for filing in the above-referenced docket on behalf of Century-Tel of Ooltewah-Collegedale, Inc. Also enclosed is an additional copy of the Response, which I would appreciate your stamping as "filed," and returning to me by way of our courier.

Additionally, please note that a copy of the Response was served on Mr. Michael Van Wies, via regular United States mail, postage prepaid, on Friday, May 24, 2002. The inclusion of the word "Certified" in the Certificate of Service was in error.

Should you have any questions with respect to this filing, please do not hesitate to contact me.

Very truly yours,



R. Dale Grimes

RDG/cw

Enclosures

cc: Mr. Michael Van Wies (w/out enclosure)
Ms. Susan Smith (w/ enclosure)

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE:

**COMPLAINT OF MICHAEL VANWIES
AGAINST CENTURYTEL OF
OOLTEWAH-COLLEGEDALE, INC.**

Docket No. 02-00058

RESPONSE TO VAN WIES MOTION FOR DISCOVERY

COMES NOW Century-Tel of Ooltewah-Collegedale, Inc. ("CenturyTel") and hereby responds to Michael Van Wies' March 1, 2002 "Motion for Discovery" (hereinafter "Discovery Request") as follows:

GENERAL STATEMENTS AND OBJECTIONS

1. CenturyTel objects to each of the discovery requests, as well as to any "Definitions" and "Instructions" portions of the Discovery Request, to the extent they seek to expand the scope and obligations of discovery beyond that provided for by law or regulation.
2. CenturyTel objects to each of the discovery requests, as well as to any "Definitions" and "Instructions" portions of the Discovery Request, to the extent they seek disclosure of attorney/client or accountant/client privileged communications; an attorney's legal theories and mental impressions; attorney work product; or proprietary or confidential information, except to the extent the final objection is addressed by the issuance of an agreeable Confidentiality Order by the TRA or by the entry into of a mutually agreeable Confidentiality Agreement which expressly addresses said area of objection.
3. CenturyTel objects to each of the discovery requests, as well as to any "Definitions" and "Instructions" portions of the Discovery Request, to the extent they seek production of documents or things not in their possession, custody or control, including, without

limitation, personal files, documents, records or other things, of its employees, attorneys, officers, directors or agents.

4. CenturyTel objects to each of the discovery requests, as well as to any "Definitions" and "Instructions" portions of the Discovery Request, to the extent they seek to expand the duty of supplementation beyond that required by law or regulation.

5. CenturyTel objects to each of the discovery requests on the grounds that, as expanded by any "Instructions" portion of the Discovery Request, as well any certain preamble or explanatory language, they are overly-broad, unduly burdensome, oppressive and seek information that is obtainable more easily and less expensively through deposition testimony or other discovery methods.

6. CenturyTel objects to each of the discovery requests to the extent that they request information that is either under the control or in the possession of any state or federal government entity, agent, employee, or representative, including, but not limited to, the TRA.

7. CenturyTel reserves the right to supplement its responses as additional information becomes known during discovery in this action.

Subject to such statements and objections, and without waiving the same, CenturyTel responds as follows:

RESPONSES

Request 1: "In specific for items #1 ["REPEAT DIAL"], & 2 ["CALL RETURN"] [I] want CenturyTel to provide for the Tennessee Regulatory Authority the date that the "RECENT CHANGE MESSAGES" were input to their DMS-100 switch to activate these features for public use basis."

Response to Request 1: The change messages for the call return and repeat dial features were entered into the DMS-100 switch on May 2, 2001. The change orders documenting this

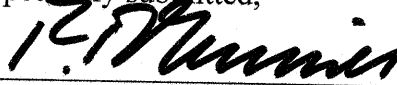
fact are included as Appendix A of this response. However, the availability of these features was not made public until July 2, 2001, the effective date of the TRA tariff authorizing charges for these features.

Request 2: "In regard to item #6 [trunk blockages], [I] want CenturyTel to provide the Tennessee Regulatory, with [(a)] "TRUNK OVERFLOW DATA FOR THE CHATTANOOGA TANDEM TRUNK GROUP", during PEAK TRAFFIC PERIODS... [(b)] [I] want CenturyTel to produce for [me], the DMS-100 switch data used to compile the quarterly report for THIRD QUARTER (JULY, AUGUST & SEPTEMBER 2001, and a copy of the corresponding report provided to the TRA.... [(c)] I would also like data as to when and if any additional reports were filed due to service problems."

Response to Request 2: CenturyTel responds specifically to each subpart of Request 2 as follows: (a) CenturyTel objects to this request as vague, over-broad and unduly burdensome. This request would require the production of voluminous raw trunk data over an unspecified period of time. However, notwithstanding this objection, CenturyTel confirms that no trunk blockages or service problems have occurred during any of the times alleged by Mr. Van Weis, nor is CenturyTel aware of any trunk blockage problems prior to the dates that Mr. Van Wies alleged that trunk blockage problems occurred. (b) A copy of the information provided to the TRA for the Third Quarter 2001 is attached as Appendix B to this response. Appendix B also includes the information (and cover letters) provided to the TRA for the First, Second, and Fourth Quarters of 2001. The data upon which the Third Quarter report is based no longer exists. Due to the voluminous nature of such data, it was automatically purged from the CenturyTel system on a regular basis. On the date that Mr. Van Weis's discovery request was received by CenturyTel, no data from prior to October 2001 still existed. (c) No additional TRA

reports have been filed with the TRA due to service problems since no such reports have been warranted.

Respectfully submitted,



R. Dale Grimes (#6223)
Ross I. Booher (#19304)
BASS, BERRY & SIMS PLC
AmSouth Center
315 Deaderick Street, Suite 2700
Nashville, TN 37238-3001
(615) 742-6200

*Counsel for CenturyTel of Ooltewah-
Collegedale, Inc.*

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing Motion to Dismiss has been served via Certified United States mail, postage prepaid, on this the 24 day of May, 2002, upon the following:

Michael Van Wies
8504 Horseshoe Bend Lane
Ooltewah, TN 37363-5627.



ATTACHMENT

Page 5
Issue 2 (08/30/93)
620-003-001

WORK REQUEST FORM

ORIGINATOR: MARTY HALE DATE: 5-2-01

CONTACT NAME (if different than originator): _____

CONTACT TELEPHONE #: 423-238-9000 ⁷²⁶⁴ EXCHANGE: Doltawah

REGION/DIVISION REFERENCE NUMBER (if applicable): _____

DSAC REF #: _____ DUE DATE (if applicable): _____

REQUESTED COMPLETION DATE: ASAP

EMPLOYEE REFERRED TO: CENTAC (NSC)
(Insert either name of Region employee or "CentAC")

DESCRIPTION OF REQUEST CHANGE:

TRANSLATION'S FOR USAGE SENSITIVE FEATURES
FOR THE FOLLOWING FEATURES: CALL FORWARDING,
3 WAY CALLING, REPEAT DIALING (AR), CALL RETURN (AR),
CALL FORWARDING REMOTE ACTIVATION. PLEASE CALL
MARTY BEFORE DOING ANYTHING.

THANKS
[Signature]

DISTRICT MANAGER SIGNATURE: [Signature] DATE 5-2-01

REGION NETWORK SERVICE MANAGER: _____ DATE _____

=====ATTACH ANY ADDITIONAL INFORMATION=====

EXHIBIT

A

CenturyTel CentAC Hardy, AR
CentAC Referral Ticket
NPA/MXX: 423-238

Ticket # 01620

Office: OLTWIN
Division: ARKANSAS
Switch type: DMS-100-SN
Switch generic: LEC8009
Region: ST11N
ASR/NFS:
Due Date: ASAP
Status: CLOSED
Flag: W
MSI: N
Referral opened: 05-02-01 10:17 by WORKREQ
Initially Referred to: STANTON on: 05-02-01 10:17
Response from PSC on:
Tech Arrived on site:
Closed: 05-02-01 16:15 by STANTON
Vend. Call Rep.:
Person dispatched:
Name:

Trouble description / Request for action ---

PROVIDE TRANSLATIONS FOR USAGE SENSITIVE FEATURES: CALL FORWARDING, 3WAY CALLING
REPEAT DIALING, CALL RETURN, CALL FORWARDING REMOTE ACTIVATION. PLEASE CALL
MARTY PRIOR TO DOING ANYTHING. 423-238-9000 OR 9884.

Action Taken ---

ACTIVATED UNIVERSAL ACB AND AR. CONSULTED WITH MARTY OVER ORDERING CODES FOR RE
MAINING FEATURES.

CenturyTel of Ooltewah-Collegedale, Inc.
P.O. Box 782
Ooltewah, TN 37363-0782
Tel 423 238 4102

April 4, 2001

CENTURYTEL

Mr. Eddie Roberson, Jr.
Chief, Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tn. 37243-0505

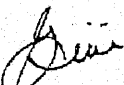
Dear Mr. Roberson:

Enclosed please find the TRA Service Standards reports for
the first quarter of 2001 for the following companies -

CenturyTel of Adamsville, Inc.
CenturyTel of Claiborne, Inc.
CenturyTel of Ooltewah-Collegedale, Inc.

If you have any questions, Mr. Roberson, please give me a
call at 423-238-6877.

Sincerely,

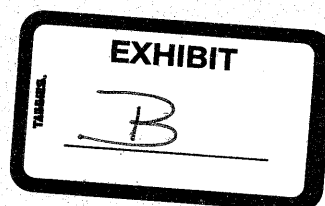

Gini Chadwick
Area Specialist
CenturyTel, Inc.

/gc

Enclosures

Copy: David Dickey
Doug Walters
Debbie Sommers
Sheri Dwyer
Darin Marcus
Terry Crutchfield
Dennis Keck

5616 Main Street
Ooltewah, TN 37363-8712



CenturyTel of Ooltewah-Collegedale, Inc.
P.O. Box 782
Ooltewah, TN 37363-0782
Tel 423 238 4102

July 11, 2001



Mr. Eddie Roberson, Jr.
Chief, Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tn. 37243-0505

Dear Mr. Roberson:

Enclosed please find the TRA Service Standards reports for the second quarter of 2001 for the following companies -

CenturyTel of Adamsville, Inc.
CenturyTel of Claiborne, Inc.
CenturyTel of Ooltewah-Collegedale, Inc.

If you have any questions, Mr. Roberson, please give me a call at 423-238-6877.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gini".

Gini Chadwick
Area Specialist
CenturyTel, Inc.

/gc

Enclosures

Copy: David Dickey
Terry Crutchfield
Dennis Keck
Doug Walters
Debbie Sommers
Sheri Dwyer
Darin Marcus

5616 Main Street
Ooltewah, TN 37363-8712

CenturyTel of Ooltewah-Collegedale, Inc.
P.O. Box 782
Ooltewah, TN 37363-0782
Tel 423 238 4102

October 9, 2001



Mr. Eddie Roberson, Jr.
Chief, Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tn. 37243-0505

Dear Mr. Roberson:

Enclosed please find the TRA Service Standards report for the third quarter of 2001 for the following companies -

CenturyTel of Adamsville, Inc.
CenturyTel of Claiborne, Inc.
CenturyTel of Ooltewah-Collegedale, Inc.

If you have any questions, please give me a call at 423-238-6877.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gini".

Gini Chadwick
Area Specialist
CenturyTel, Inc.

/gc

Enclosures

Copy to: David Dickey
Terry Crutchfield
Dennis Keck
Doug Walters

Debbie Sommers
Sheri Dwyer
Darin Marcus

CenturyTel of Ooltewah-Collegedale, Inc.
P.O. Box 782
Ooltewah, TN 37363-0782
Tel 423 238 4102

January 9, 2002



Mr. Eddie Roberson, Jr.
Chief, Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tn. 37243-0505

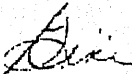
Dear Mr. Roberson:

Enclosed please find the TRA Service Standards report for the fourth quarter of 2001 for the following companies -

CenturyTel of Adamsville, Inc.
CenturyTel of Claiborne, Inc.
CenturyTel of Ooltewah-Collegedale, Inc.

If you have any questions, please give me a call at 423-238-6877.

Sincerely,


Gini Chadwick
Area Specialist
CenturyTel, Inc.

/gc

Enclosures

Copy to: David Dickey
Terry Crutchfield
Dennis Keck
Doug Walters

Debbie Sommers
Sheri Dwyer
Darin Marcus

MEASUREMENTS FOR YEAR 2001

HELD APPLICATIONS

[illegible][illegible]

MEASUREMENTS FOR YEAR 2001

COMPANY NAME: CenturyTel of Ooltewah-Collegedale, Inc.

[illegible]

MEASUREMENTS FOR YEAR 2001

COMPANY NAME: CenturyTel of Ooltewah-Collegedale, Inc.

[illegible]

MEASUREMENTS FOR YEAR 2001

COMPANY NAME: CenturyTel of Ooltewah-Collegedale, Inc.

[illegible]

MEASUREMENTS FOR YEAR 2001

[illegible][illegible][illegible]

MEASUREMENTS FOR YEAR 2001

COMPANY NAME: CenturyTel of Doltewah-Collegedale, Inc.

[illegible]